

Created	Topic	Branch	Comment	Notes	Contact
6/2/2023 11:48	Customer Service	Customer Service	[Redacted] is super kind to kids! Very knowledgeable, and very helpful! Thank you!	[Redacted] Replied, with thanks, to the patron: Hello, [Redacted], and thank you for your kind comments about your visit to Arabian Library. I am grateful to learn that the service I provided met your expectations. It's certainly a pleasure to serve you and your children. We hope to see you at Arabian Library often! Thanks again, [Redacted]	Yes
6/3/2023 14:54	Customer Service	Customer Service	I love our Scottsdale libraries! They are clean and have a wide variety of materials for residents to check out. I was at the Appaloosa library today in North Scottsdale to turn in some DVDs that I forgot to turn in last month. I was willing to pay the fines but there is a new policy where as long as you return the item, your late fees will be waived. The library staff member [Redacted] who helped me today had amazing customer service skills. She was knowledgeable and kind. When I asked about audio-books, rather than just pointing to the general area where they were housed, [Redacted] walked me all the way to the different sections where they were located. I work as a customer service manager and I am always grateful when individuals go above and beyond to help a constituent and [Redacted] does just that.	Noted with pleasure. Nice work [Redacted]!	No
6/5/2023 15:48	Customer Service	Customer Service	[Reacted] - Children [Reacted] - up front are awesome!	Noted with pleasure.	No
6/5/2023 20:28	Study/Meeting Rooms	Study/Meeting Rooms	Hello , Today is first time using reservation study room Sorry , I made of mistake reservation study room please cancel glass door and I need reservations teen point five room at mustang library on Thursday 06/08 time 3:30~4:30 please it's very important need reservation that room	Good morning [Redacted]. We received your comments regarding changing your study room reservation. It looks like you currently have a reservation for Point Five from 3-4pm on Thursday, 6/8. You also have a reservation for the Glass Room from 3-5pm on the same day. Would you still like the Glass Room reservation canceled? If so, please call our Library Helpline at 480 312-7323 for assistance. Patron comments are not answered daily, so we suggest using the Helpline for a quicker response. Thank you and have a great day.	Yes
6/6/2023 10:35	Computer/Internet	Computer/Internet	First off, I've been a loyal member of the Civic Center Library since 1999. I've touted to all of my friends (and anyone else that would listen) that its the best library in the entire state. I still stand by this statement. 100%. However, I've been spending some time in the study rooms on the east side of the building and I feel that most people who uses these rooms need wifi. The wifi connection is very low. It wouldn't take much effort or cost to install wifi extenders to this area. Also, in the summer the study rooms don't get much A/C and in the summer, it can get pretty hot in the rooms since the glass door is closed. I'm not sure if this is an easy topic to fix. Keep up the great work! I love this library and always will.	Hi [Redacted] and thank you for your submitted suggestion about Scottsdale Public Library. We do have some bandwidth issues in Civic Center Library. We have installed extenders, but they are still limited on bandwidth. We've been approved for major network upgrades to Civic Center Library to address this issue in the upcoming budget. It will go through final approval on June 13th. We are confident this will solve the connectivity issues that has been plaguing the branch. If you have any other questions, please feel free to reach out to me. Thanks and have a wonderful day.	Yes
6/6/2023 14:41	Atmosphere	Atmosphere	Patron with children commented she loves the step stool at the checkouts. She noted not every place has one and she always tries to point out things she appreciates.	Noted with pleasure.	No
6/7/2023 13:04	Customer Service	Customer Service	Everyone is always helpful, nice, and professional. Thank you!	Noted with pleasure.	No
6/7/2023 16:36	Customer Service	Customer Service	[Redacted] is amazing and wonderful! She did such a great job connecting with our tween, something that is often difficult to do. Thank you, Julie!	Noted with pleasure.	No
6/7/2023 17:50	Computer/Internet	Computer/Internet	When using the self checkout computers-the visibility of the PIN number should be more private to protect the users identification information. If anyone can see it from behind-what's the point of having one?	Noted and will explore the concern and see if there is a solution.	No
6/9/2023 14:10	Library/Online Materials	Library/Online Materials	I really like CloudLibrary. Tell whoever made the decision to add that app that it was a great choice! -Taken at the Info desk from a grateful patron.	[No commentary at close]	No
6/9/2023 22:14	Programs/Events	Programs/Events	Could we have a craft class about redoing shirts? I really loved the necktie upcycle project class. Like a tie dye event? Or maybe a sit and sew class? Knitting group. Jewelry making class	Spoke with librarian who did the tie upcycle project and gave her the idea. A very robust crafts program is planned for the coming quarter.	No

6/12/2023 9:13	Library/Online Materials	Library/Online Materials	Suggestion is to include an outline in Library e-newsletter to patrons regarding digital access to Consumer Reports subscription.	Good afternoon, Thank you for your comment about including an outline in our library e-newsletter regarding digital access to Consumer Reports. We rotate through our newsletter content to highlight the many resources that the library provides and Consumer Reports is on a schedule of when we include in our library e-newsletter. If you are looking to access the database, the quickest way to reach it is to go through the "Browse" drop-down menu, then go to "Magazines & Newspapers". If you scroll down, it is the last link on the page. You will need to enter your library barcode number and 4-digit PIN. I hope this addresses your comment, but please feel free to email if I didn't fully answer your suggestion. Thank you for supporting Scottsdale Public Library and have a great day!	Yes
6/12/2023 11:47	Library/Online Materials	Library/Online Materials	I find the information on diabetes is lacking. The books I looked at were old. 2013 and 2016. I'd appreciate more recent publications. Thanks	Noted and will pass on to adult non-fiction selector.	No
6/13/2023 17:23	Books in inventory	Books in inventory	Author: Alex Erickson Bookstore Cafe Mystery I have been reading the series from #1 on, having gotten them from the Scottsdale Library. Went to reserve/put on hold #10, Death by Hot Cocoa and can not find it listed. Did I miss something, or is that one book in the series missing for some reason? It shows a publication date of 2022. And I am looking only at print editions, tho there does not seem to be any edition, electronic, audio.	Hello [Redacted], I received your comment regarding Alex Erickson's book Death by Hot Cocoa. I looked into it, and it appears that that title was only released as an ebook and is not available to purchase in physical format at all. It will be added to our digital library in the next few days if you are interested and able to read it there. This book appears to be a novella interlude in the series, rather than a full entry, and many authors or publishers have begun releasing these types of short works in series' as digital only. Regards, [Redacted]	Yes
6/14/2023 5:51	Hours of Operation	Hours of Operation	Ridiculous to close library on 6/19.	Hello [Redacted], We do not consider the closure ridiculous. All City of Scottsdale offices are closed on June 19 for the Juneteenth holiday, including libraries. This is a holiday that commemorates the emancipation of African-American slaves. We are proud to observe it. Our digital resources such as ebooks, e-audiobooks, and databases are available to you 24 hours a day, 7 days a week, and 365 days a year. As an African American, this observance means something to me. I'm kindly asking you to be more careful in choosing your words when providing feedback. If you have any other concerns or if you'd like me to demonstrate our digital resources, I am more than happy to meet with you in person to ensure you have what need, even with the brief closure. Thank you and have a wonderful day.	Yes
6/17/2023 13:31	Computer/Internet	Computer/Internet	[Redacted] Hello, just testing.	No response requested	No
6/20/2023 11:47	Hours of Operation	Hours of Operation	Please open Civic Center Library earlier than 10 A.M.	Thank you for submitting your comments regarding library hours at Civic Center Library. While we do not currently have plans to expand hours, we periodically review information to determine if changes will be made. I do want to share that our Appaloosa branch does have earlier access during its Pony Express hours, and our digital information is available 24/7. We also have a new service that will provide Hold lockers for expanded hours of hold pick-ups at the Granite Reef Senior Center. Scottsdale Public Library - Locations & Hours (scottsdalelibrary.org) Thank you for taking the time to share your comments with us.	Yes
6/22/2023 15:36	Customer Service	Customer Service	Thank you Mustang Library for allowing me continual use of your phone to get my money and use of the library and for your kindness. Danny	No response requested.	No
6/23/2023 14:01	Computer/Internet	Computer/Internet	everything is good here	No response requested.	No
6/24/2023 9:38	Library/Online Materials	Library/Online Materials	I would like to suggest changing renewal of card to every two or three years. Thanks	Patron did not ask for reply. Changes are coming to card renewals which should simplify process while keeping yearly updates. [Redacted]	No
6/24/2023 13:55	Programs/Events	Programs/Events	I attended the Storytime at Civic Center Library today and was not aware that it was Pride -themed. The events calendar should be more specific with the description of the storytime.	Patron was addressed at the branch and the concern was resolved.	Yes
6/28/2023 9:48	Library/Online Materials	Library/Online Materials	On the end of the shelves in the Reference Section, it would be helpful if there was a subject listing for each shelf along with the section numbers.	Left a message on his voice that this suggestion is actively being developed at Appaloosa and that he should see "Subject Signage" in the Non-Fiction section sometime in the next few months. [Redacted]	Yes
6/28/2023 20:57	Social media presence	Social media presence	I really enjoy reading the Instagram posts by the library. I'm sure they post on other social media sites but the only one I know is Instagram. Seeing a new post or story from the library genuinely makes me happy. The posts are informative, engaging, and easy to understand. Thank you for giving me something to look forward to	Read kind comments about SPL's social media presence with pleasure! No contact information for the patron supplied	No

6/29/2023 14:34	Programs/Events	Programs/Events	<p>I attended a hometown happy hour event on June 28th featuring local author Jenn McKinlay. Jenn was very professional and delightful with her presentation. Unfortunately, a very disruptive patron also attended and basically ruined the event for the rest of the attendees. The gentleman was loud and boisterous and talked over the author quite a bit of the time and talked to himself and spoke in long rambling speeches. The author did acknowledge him and call on him, and she actually did ask him what she could do for him but he just rambled on nonsensically. I feel that an employee of the library should have stayed in the presentation and monitored the crowd. He should have been removed from the presentation for being disruptive. The whole was very unnerving and unfortunate. When hosting a guest a librarian should be present. All of the people attending were very unhappy about how he dominated the entire event with his rambling.</p> <p>I would only consider attending another event there if there was better security and better monitoring. I would love to see this author speak again in a better situation.</p>	<p>The commenter left no contact information, so I spoke with the presenter, Jenn McKinlay, and the staff members involved in the program to understand what had transpired after I exited the auditorium halfway through the presentation at 6 pm. Jenn indicated that there had been staff presence and there was also one participant who monopolized the conversation session for a short time but said that she hadn't felt that there was a problem, certainly no more than one would expect at a library program open to the general public. She said she is looking forward to presenting at the library again this fall. I also spoke with the staff member assigned to monitor the program who said that he and a second staff member had been in attendance, alternating with clearing the snacks which had been set up for patrons before the program began. He said he took his cue from Jenn as to whether he should intervene with the patron in question. Since she was managing the conversation and didn't let him know she wanted assistance, he left it to her judgement at the time. As a point of interest, the main character in McKinlay's book is neurodivergent and has difficulty with some social interactions, so she was well-positioned to be very understanding in case this "disruptive" patron was dealing with any such issues.</p> <p>If the commenter had included contact information, I would have let them know that staff were in attendance and shared that the decision not to intervene as one that had been guided by the presenter. None of the other dozen attendees indicated an issue with the presentation or made a negative comment to staff members at the time of the event.</p>	No
6/30/2023 15:00	Computer/Internet	Computer/Internet	<p>The wifi coverage at the Civic Center Library is abysmal. Can't the city of Scottsdale afford a few more wifi range extenders?</p>	<p>We are aware of the degraded signal strength in certain parts of the Civic Library branch since upgrading the Access Points (APs) at the beginning of 2023. Adjustments have been made to the frequency strength with little improvement. We are making plans to improve the WiFi coverage by repositioning and adding additional APs throughout the main reading room focusing on the degraded areas. We hope to have this done by the end of 2023 as funding had been approved for this project.</p>	Yes
7/2/2023 16:40	Library/Online Materials	Arabian	<p>Does Scottsdale Public Library rent out children's jigsaw puzzles? If so, which branch and how does that work?</p>	<p>SPL doesn't have puzzles to lend, but we do have a nice selection of board games patrons can borrow. I've also seen jigsaw puzzles for sale in the Library Shops.</p>	Yes
7/3/2023 9:41	Computer/Internet	Civic Center	<p>Wondering if library management is aware that the switchover for the computer IP address for the New York Times has now blocked access not for the promise of one day, but for what is now weeks. And it's not just about the lack of access for the entire city library system, but about the total lack of updates/information for the staff.</p> <p>Coincidentally, twice recently there was no paper copy of the NYT. The staff was unconcerned but said that the library person in charge was talking to the vendor. But I happened to talk to the office of the vendor, and was told they've received no complaints from the library. You really need some attentive person on top of this.</p>	<p>Digital access to newspapers is a challenging field for public libraries. It is common for eResource vendors to make changes that impact our access. To keep up with technology changes, City of Scottsdale is adaptive to current challenges and respond with upgrades like a uniform IP address for all four library branches. This streamlined system has already been beneficial for the majority of our online services and has been a major help with other online products, for example Consumer Reports. The only remaining problem being New York Times in-branch access. CSTG, CMMS and our vendor are working together to resolve where the block is, but it is a time consuming process.</p> <p>There is an easy work around, when in a branch use the three day pass system that is the standard access process for the NYT, NYT Games and NYT Cooking. We are still easily able to provide the service in the library, just through an alternative method.</p> <p>We essentially have separate vendors for digital NYT versus physical NYT. It is highly unlikely the patron was able to connect with our specific digital NYT rep and also unlikely that the SPL account information would be shared by any office of the vendor or even be aware of our parallel services.</p> <p>There are many challenges in providing online services like NYT for public libraries as educational institutions. We also comply with the needs and security concerns of the City of Scottsdale. There can be delays, unexpected glitches, etc. and we at SPL and CSTG are diligently working towards a resolution. While these four way conversations are happening, we are still able to offer NYT through the passcode system for uninterrupted access.</p>	No
7/5/2023 14:11	Customer Service	Civic Center	<p>To the staff: This library is pretty awesome, there is always something going on. Every staff member is friendly and very helpful. Always comfortable atmosphere here. The chairs, computers, and free movies! Thank you Civic Center Library. Keep up the good work.</p>	<p>[Redacted], Thank you so much for your kind comments about the service you received at Civic Center Library. We're so pleased that you find the library, the staff, and our resources helpful. Comments such as yours are deeply appreciated and will be shared with the Civic Center Staff. Thank you for supporting Scottsdale Public Library. Have a great day!</p>	Yes
7/5/2023 14:12	Customer Service	Civic Center	<p>Dear Civic Center Library, [Redacted] at the front desk is amazing. She was so thoughtful and patient with the sign up process!</p>	<p>[Redacted], Thank you so much for taking the time to share these kind words about the service you received at the Civic Center Library. We appreciate hearing from you.</p>	Yes
7/5/2023 16:14	Customer Service	Mustang	<p>[Redacted] helped me get my library card...new card. She was very helpful AKA true professional. I am a 40yr Scottsdale resident since 1983.</p>	<p>No response requested.</p>	No
7/7/2023 17:49	Atmosphere	Appaloosa	<p>Loving the large open space for kids in back, have only ever seen it closed off. :)</p>	<p>Noted with pleasure. We are happy to have this space available during the summer months when we do not have regularly scheduled storytimes.</p>	No

7/7/2023 17:50	Programs/Events	Appaloosa	We really enjoyed the take home crafts last summer and are missing them this summer. Please bring them back!	Take home crafts for adults are planned for all branches in August. We are glad to see that patrons enjoy them so much! Previous take home craft kits were financially supported by grant funds. If budget allows in FY23-4, we will provide occasional kits throughout the year.	No
7/7/2023 17:52	Hours of Operation	Appaloosa	Love, love, love the Pony Express option!	Noted. No request for follow-up.	No
7/8/2023 5:41	Library/Online Materials	Civic Center	I like to send you a press release for a book that recently came to market Would you please provide me with your e mail address to [Redacted] I am not a member of your library.	Hello, You are welcome to send the information about your book to me and I will forward it along to the relevant book selector for consideration. Regards, [Redacted]	Yes
7/8/2023 8:56	Customer Service	Mustang	Hello. I came I drive up window yesterday to pick up my books. It was 4:55pm. I allowed another patron in her car to go ahead of me. She was waited on at the window but it took a few minutes. When I got to the window, the blinds had closed. No one was behind me. I felt I could have been accommodated for my book pick up. I immediate rang the bell but no one answered. Now I have to make a second trip due to being polite to a fellow patron. I understand closing time, but I was in line before closing time and still disregarded. Is there no way the staff can see the outside drive up line?	We normally do accommodate anyone who is in line. It is difficult to see cars, if they aren't pulled up completely. I shared this feedback with staff. No response was requested.	No
7/13/2023 11:00	Customer Service	Civic Center	People are trying to study and work at the library and there are people here who are sleeping and snoring and its hard to focus. some look homeless and others don't but i've been coming here for awhile now and kinda getting upset by the snoring going on in the library	No contact information given. Sleeping in the library is against our Rules of Conduct, and we do our best to enforce it throughout the library.	No
7/13/2023 11:25	Atmosphere	Civic Center	There are people snoring in the library	No contact information given.	No
7/13/2023 11:27	Atmosphere	Civic Center	kids running around screaming in the study area people snoring	No contact information given. Unfortunately, we were unable to speak with this patron. We do enforce our Rules of Conduct at all of the libraries but are happy to address specific situations if notified.	No
7/13/2023 15:52	Customer Service	Mustang	Every time I have come into the library, everybody has been super nice and helpful. It's been consistent every time I visit. ~Taken at the info desk bc/mu	No response requested.	No
7/15/2023 14:34	Library/Online Materials	Civic Center	This library has an amazing selection of books from bestsellers to christian book reads. I am so grateful!	No response requested.	No
7/15/2023 15:07	Programs/Events	Mustang	We attended the STEM program today. [Redacted] and [Redacted] did an amazing job, and totally inspired kids' enthusiasm in STEM. They were good at facilitating young people's learning. Even gave ideas to a middle school science teacher! We'd love more programs like this. Thank you.	Hello [Redacted] and thank you for your comments regarding the Girls in STEM program at Mustang. I am delighted you and your family enjoyed this program. Our team strives to present engaging and educational series. Grace and Whitney had so much fun presenting this to our patrons. Please be sure to look for future programs that focus on STEM/STEAM dynamics. All of our programs can be found on our events calendar page for current activities. Thank you again for your wonderful feedback; I appreciate knowing how much you enjoyed this program.	Yes
7/15/2023 15:10	Customer Service	Mustang	EXCELLENT STAFF! So helpful, kind, teaching, peaceful, and pleasant. The same wonderfulness in past visits...and it is quiet today. And I don't mind when the kids are having a special time. Perhaps we "adults" need to be more tolerant and gracious to kids and the less fortunate. Thank you. P.S. Love the bottled water handouts. Excellent idea!! [Redacted]	No response requested.	No

7/15/2023 15:40	Customer Service	Civic Center	<p>On Wednesday, July 12, 2023 at the Scottsdale Public Library Civic Center location, I had the privilege of observing what I believe is the true essence of "customer service." There was this gentleman sitting at one of the computer cubicles, for internet access. The man appeared to be sleeping, and his appearance seemed as if he was experiencing a hardship. The Librarians, exhibited the most humane act of respect towards the gentleman that I can ever recall. The Librarians, initially asked the man if he was okay, and if he needed anything. Then they kept a watchful eye on the gentleman, because he appeared extremely exhausted, repeatedly falling asleep at the cubicle. The Librarians, approached the man again, speaking in a soft tone, not to startle him. They asked again if he was okay, or if he needed anything. As they walked away, they kindly reminded the gentleman that sleeping was not allowed at the computer cubicles. Then, I witnessed another Librarian walk by the gentleman a few minutes later just to check up on him (so there was a total of 3 Librarians who observed this man sleeping at the computer cubicle) to see if he was okay. The third time they approached the gentleman, they had the difficult task of requesting that the customer leave the library for today, to get some rest, but he was welcome to return the following day. Then, the Librarians gave the gentleman, a lunch bag and some water to take with him. What was truly admirable, is that the Librarians walked away, allowing the gentleman to gather himself, button up his shirt, and get his belongings, without them hovering around him. What a great display of showing respect, and affording the man dignity! Excellent job of displaying Customer Service at the Scottsdale Civic Center Public Library. Thank you!</p>	<p>[Redacted] Thank you so much for your kind comments about how library staff treated this particular gentleman. Comments such as yours are deeply appreciated and will be shared with the Civic Center staff. Thank you for supporting Scottsdale Public Library. Have a great day! [Redacted]</p>	Yes
7/20/2023 11:50	Library/Online Materials	Appaloosa	<p>Increase e-book reservations to at least 10 and preferably 12.</p>	<p>Hello and thank you for your note.</p> <p>SPL is proud to offer ebooks, audiobooks, music, movies, magazines, newspapers, streaming films and tv series, e-comics and kid's read alongs. Maricopa residents can get library cards at any library system in the Valley. 8 libraries participate in the consortia. So for example, I have a Mesa, Scottsdale, and Phoenix card, all in the same Libby app and can get 30 checkouts and 24 holds that way. Both Phoenix and Mesa have online card registration so that is convenient. But keep that trick under your hat 😊.</p> <p>[Redacted]</p> <p>Another alternative I can offer is that Scottsdale Public Library has recently added CloudLibrary. It offers ebooks and audiobooks with 10 checkout and 8 hold limit as well. This is a shared collection across Arizona so we have a SPL collection but can also borrow available material from Pinal County or Chandler. It's a new service so not as crazy busy as Greater Phoenix Digital Library/Libby is at this time. Check it out at CloudLibrary by SPL</p> <p>[Redacted]</p> <p>If you have any additional questions, please reach out to me with the contact information below. And thank you for supporting your local public library.</p> <p>[Redacted]</p>	Yes
7/20/2023 18:02	Atmosphere	Arabian	<p>I'm wondering if Arabian is a library as it is promoted or if it is a coffee shop? As a resident of McDowell Mountain every time I have been to the library to study there are people having conversations on their phones or conversations in general, which is not at a quieter level to be courteous to others in the library. Today (7/20/23) I was in the library for 3 hours trying to study to become a Certified Financial Planning along with others who were doing the same thing. While there I experienced people talking at normal level or louder, a person who left their phone ringing, and a person who was sitting at the computer section having a phone conversation (I can tell your about the call). Then there was an employee whose voice was loud enough which travelled to the other side and down there I was sitting. Not sure where the manners are these days, but to help people I would suggest posting signs to tell people to silence their phones or step outside and have a conversation. (in this heat I'm sure they will get off their phone promptly, but in a library they don't seem to think it matters) and lower ones voice if talking. As for your employee, I find this to be disrespectful because this is a library and they should no better. If the definition of Arabian has changed to a coffee shop then I apologize for this email.</p>	<p>Called and left a message for the patron.</p> <p>Solutions:</p> <p>Remind library staff to speak less loudly at the Service Desk</p> <p>Direct patrons on cell phone conversations to step away from the study areas to take the call</p> <p>Suggested that the patron could book a study room</p> <p>I invited her to contact me to further discuss the situation. There may be additional alternatives, such as finding a quieter venue for her studying. [Redacted]</p>	Yes

7/20/2023 21:35	Customer Service	Mustang	Hi. I may have inadvertently returned a Phoenix P.L. DVD to the Mustang Branch drive-through at about 3-3:30p.m., today (July 20) along with several SPL DVDs. Can someone contact me? I also have a PPL account. My Scottsdale account is [Redacted]. Thanks. [Redacted]	Called the patron 7/21/23 and let him know we had the DVD. He is stopping by today to pick it up.	Yes
7/24/2023 19:54	Library/Online Materials	Appaloosa	Please contact me at [Redacted] I have had a stroke and need assistance to verify my library card. The card number is [Redacted]. I don't remember my password for it. Thank you, [Redacted]	[Redacted], Thank you for submitting the online question about your library card. The number you listed is the correct number and I see that the account is current. We are unable to see your password/PIN as it is encrypted on our system. We frequently suggest the last four numbers of your phone number be used. I am also happy to reset it if that helps. Please let me know if you would like to reset your PIN or if you have any other questions. Sincerely, [Redacted]	Yes
7/25/2023 10:08	Customer Service	Civic Center	Hello, I wanted to take a moment to say thank you to your staff and one of your employees. My parents did not get his name, but said he had a hair style like a small mohawk, and was a hispanic male, Spanish speaking, and very friendly. My parents only speak Spanish and they were struggling the other day to find some items in the library. In passing my parents mentioned the guy heard them speaking to each other about needing help but they were embarrassed because they didn't know how to ask in English. They told me that he was talking to workers at the front desk and he happened to overhear them talking about being unsure of how to find things and approached them to offer help. They mentioned he made them feel very comfortable even with their English language barrier and he explained in Spanish how to check things out at the library, how to check for Spanish books, and where the movies were located since they went there to get out of the heat and learn more about the services. They had never been there to the Civic Center Mall library before but mentioned they were very happy and glad he stopped to chat with them and welcome them to the library. My parents now love the Scottsdale library. If you know who this employee is, please tell them thank you and that my parents really appreciate how friendly he was to them. They will be visiting more often because of how nice he and the checkout people were.	Noted with pleasure.	No
7/26/2023 12:51	Programs/Events	Appaloosa	Hi, I frequently attend Books to Boogie and my kids and I very much enjoy the class. I wanted to recommend an online registration 24 hrs in advance for the next days class, as it has been disappointing to arrive prior to class start time and there are no available tickets. I realize there is a second later class, but for little ones and lunch time it is a difficult time to make. I just wanted to vocalize my suggestion, as it is a lot to load up the children to find it is unavailable. Otherwise I would recommend adjusting class times to start at 10:15 and 10:45 or have all the scottsdale libraries have books to boogie at the same time on wednesdays so it disperses the crowd. I also recommend circle sitting in the class as I believe it encourages better participation of both children and adults. Thank you for your time	Noted. Information will be considered as part of future program planning. [Redacted]	No
7/27/2023 13:19	Programs/Events	Civic Center	[Redacted] program for sewing was very thorough she covered all the bases and I feel now I am able to sew simple projects on my own with a sewing machine. Thank you for running this program and thank you to [Redacted].	Noted, with pleasure! I will share this excellent comment with [Redacted] and her supervisor.	No
7/27/2023 16:24	Splash Pad	Civic Center	We're so excited the splash pad is finally operational!! However, it is so difficult to use. There are no directions, not even a hand print on the place where it's turned on. It's not at all intuitive. Once we figured it out, there was hardly any flow for the first couple minutes. Thank you for your time and for providing such wonderful areas for children to play and read!	No response requested. We will share with City Facilities.	No
7/29/2023 8:40	Library/Online Materials	Civic Center	Great Library keep it up	Noted, with gratitude!	No
7/30/2023 14:47	Atmosphere	Mustang	Covered parking, please!!	No response requested. We have inquired about this as a City project.	No
8/1/2023 16:29	Programs/Events	Civic Center	LegoMasters is awesome! Please bring it back Fall, and loved how my son interacted with other kids. Sam usually isolates but was engaged from start to end. Thanks!	Noted with pleasure.	Yes

8/1/2023 16:31	Programs/Events	Civic Center	Great programs for kids. Lego Masters is FANTASTIC THANK YOU	Noted with pleasure.	Yes
8/1/2023 16:35	Programs/Events	Civic Center	All the kids' programs in this library are fantastic! This summer, my daughter(6 yrs) loved the Lego Masters and Picture Book sessions. I truly appreciate and I am deeply grateful for the hard work, creativity, professionalism, and commitment of your staff to provide rich educational opportunities for the children in our communities. Thank you!	Noted with pleasure.	Yes
8/1/2023 16:35	Programs/Events	Civic Center	The summer activities w/ the legos and picture books have been awesome.	No response requested.	No
8/1/2023 16:37	Programs/Events	Civic Center	The Lego Masters is great and so are the instructors. Keep the series going. All the kids love it. It's great to see them working together.	No response requested.	No
8/1/2023 16:39	Programs/Events	Civic Center	Love the Lego Challenge program. I brought a group of kids of various ages and abilities and they all could participate and have fun. Also, love that it's book/story themed and encourages more reading. Please keep this going! (smiley face)	No response requested.	No
8/1/2023 16:40	Programs/Events	Civic Center	Lego Masters is amazing. My son loves the days he gets to come to the library especially Lego Masters day.	No response requested.	No
8/1/2023 16:41	Programs/Events	Civic Center	Lego Masters is fantastic! Was my 6 year old's 1st time and he had a blast and asked how soon can he do it again! Thank you so much!	No response requested.	No
8/1/2023 16:42	Programs/Events	Civic Center	My son absolutely loved Lego Masters. Thank you for creating this program. Please bring it back! Very thankful for all the amazing staff and the dedication that went into it.	No response requested.	No
8/7/2023 1:31	Library/Online Materials	Mustang	I returned the book -Into Thin Air about three or four weeks ago and my account says it is still out?	[Redacted] was unable to locate the book. As a courtesy, she removed the book from the patron's account and notified her.	Yes
8/8/2023 11:17	Customer Service	Appaloosa	[Redacted], although very busy, took time and was very patient with me in my research and the printing out of several documents. Thanks.	[Redacted] Thank you so much for taking the time to share your positive feedback on the service you received at Appaloosa yesterday. Leslie always provides excellent customer service and I appreciate you recognizing him.	Yes
8/9/2023 10:31	Customer Service	Civic Center	I want to say thank you to your staff. I was on vacation, and we stopped by the library. Everyone was so nice. They even offered us some water and gave me some cute stickers. [Redacted]	Noted, with pleasure! Will share these great comments with CC Staff.	No
8/9/2023 14:04	Library/Online Materials	Civic Center	Thank you for increasing shelves of \$.50 paperbacks!!	No response requested. [Redacted]	No
8/10/2023 15:22	Customer Service	Arabian	Not happy waste receptacle in front of library was removed. Please replace outside waste receptacle.	Emailed Patron: Regarding the waste receptacle, the can that was by the main walkway to the library was moved to a new location at the seating area on the sidewalk that divides the parking lot. Its previous location caused safety issues when motorists bumped or backed into it. For your convenience, there is a receptacle to the left of the main entry doors, in the courtyard, as you enter the building. Please let us know if we can be of further assistance to you. Thank you for supporting Scottsdale Public Library and be well.	Yes
8/10/2023 15:27	Atmosphere	Arabian	Mother of 3 elementary age children - allowing continual loud chatter - conversation to disturb quiet of library. Not allowed when I was young. Please quiet them.	Emailed Patron: Regarding the issue of three elementary school children speaking loudly in the library, I understand your frustration. While Arabian is a community space, and open to everyone, we are charged to maintain a safe environment and to provide a positive experience for our patrons. This Rules of Conduct policy directs us to act when unacceptable conduct occurs, including loud and disruptive behavior that would be annoying to a reasonable person using library services. Please feel free to ask library staff for assistance in such situations. We will address the issue with the patron or patrons. Please let us know if we can be of further assistance to you. Thank you for supporting Scottsdale Public Library and be well.	Yes

8/10/2023 18:53	Customer Service	Arabian	[Redacted] is amazing- helped me find a great book for SSR reading at school!	Noted, with pleasure! Will share with Dominique.	No
8/12/2023 16:38	Programs/Events	Poor website	This website is not user friendly. I tried to find out when movies were being shown and I only got switched to books and movies in your inventory. AND I should not have to login to find out basics at the library! Whoever designed your system has it overcomplicated and just too dysfunctional. I I wish I got paid well to be so dysfunctional. I'd be doing well! Lol tell your nerds too unnerd your website. Simplify simplify simplify and think like a non nerd to keep it SIMPLE!	Good afternoon [Redacted], Thank you for submitting your comment about our library website. I understand your frustration about the library website, which is indeed outdated. We are hoping for an update soon to make the functionality better for our patrons, but unfortunately do not have an estimated completion date as it is dependent on the City IT. In the meantime, here are a few simple tips that might make your browsing more enjoyable: To find out what movies are being shown in the library, you'll want to visit our online calendar and search for "film" in the search box on the online calendar page. You can find the online calendar by going to the "Events" tab on the dropdown menu and selecting "Online Calendar". Most of our film series are currently on break until August. The search box on the main webpage only searches what is in our catalog, not our events. If you are wanting to see what new DVDs/BluRays that the library has recently received, that can be viewed by going to "Browse" tab on the top dropdown menu and selecting "Movies". You should see two links, one for newest DVDs and one for newest BluRay discs. Logging in is only required if you need to access your account (placing holds, renewing items, checking due dates for materials, etc.) or if you need to access one of our e-resources or databases. Most of our website can be used without the need to log in. I hope you find this information helpful. Thank you for your patience with our website and we will keep your comments in mind when we are able to update our site. [Redacted]	Yes
8/16/2023 10:48	Library/Online Materials	Civic Center	Thank you for using all 4 shelves of \$.50 paperbacks!	Forwarded to [Redacted], thank you for your business!	No
8/16/2023 15:29	Programs/Events	Civic Center	Please bring back the wonderful book sale.	Shared with volunteer supervisors. No contact information given.	No
8/18/2023 15:22	Customer Service	Appaloosa	Two very young patrons shared with staff that, "This is the best library in the world!"	Noted with pleasure.	No
8/19/2023 9:01	Atmosphere	Civic Center	Patron would like better signage to indicate Large Print Nonfiction. [Redacted]	Will share the comment with the Adult Services Lead Librarian at Civic Center.	No
8/29/2023 15:09	Library/Online Materials	Civic Center	Thank you for increasing the number/shelves of \$.50 paperbacks.	Noted.	No